



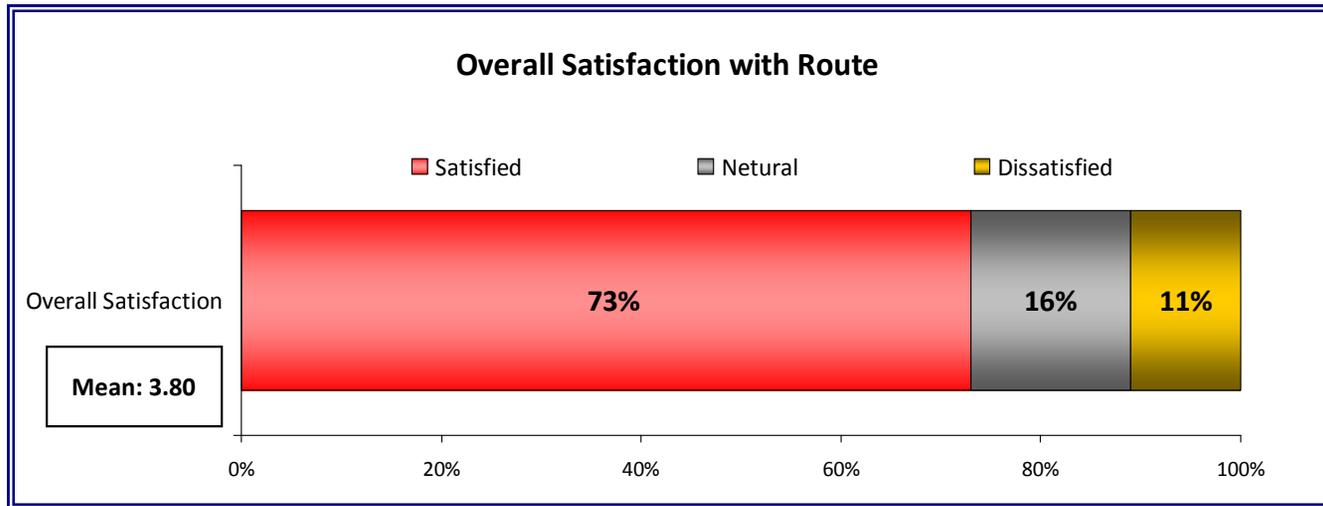
We'll Get You There

RapidRide D Line Customer Satisfaction Survey

September 2013

Quick Look: Spring 2013, Post Implementation

RapidRide D Line: Overall Satisfaction and Rider Profile



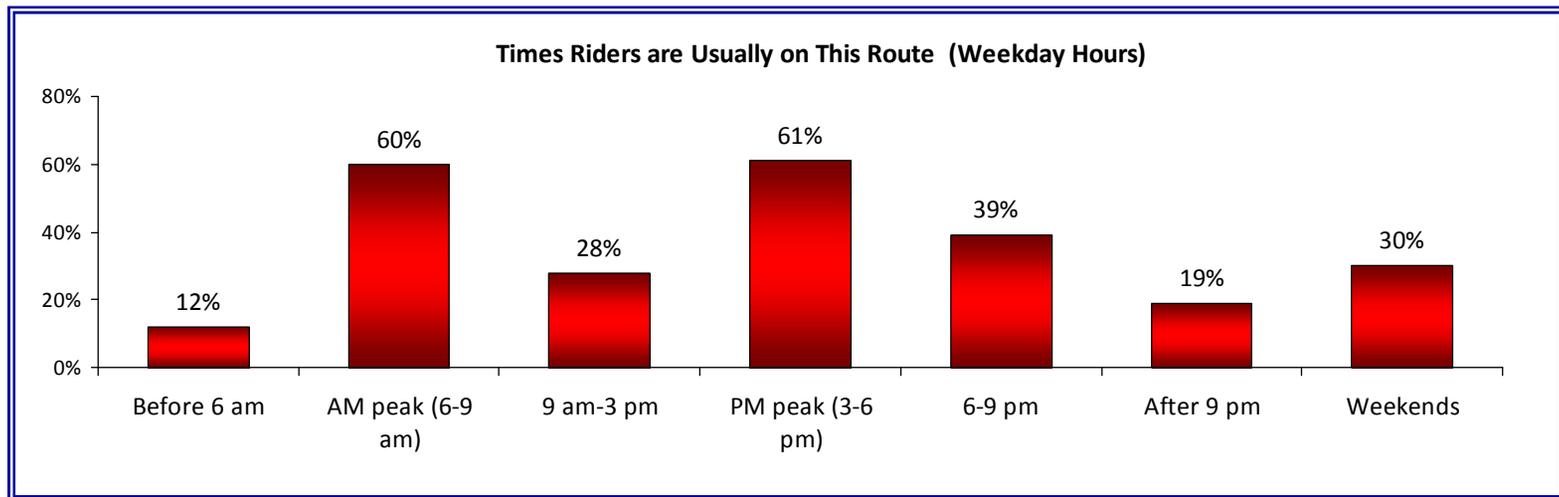
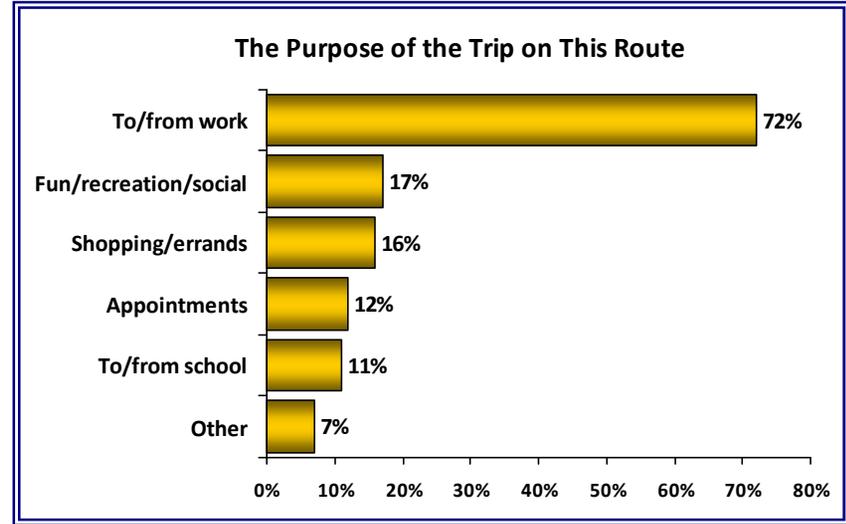
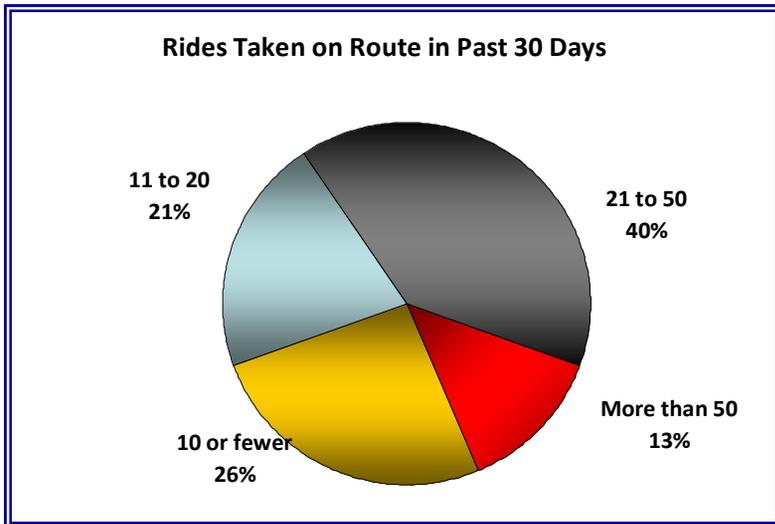
Rider Demographics	
Q18. Gender	
Male	48%
Female	52%
Q.19 Age	
13-24	21%
25-34	34%
35-44	19%
45-54	11%
55-64	10%
65 and older	6%

RR D Line
(n=525)

Q7. Overall, how satisfied are you with the Route? (5 is very satisfied, 1 is very dissatisfied)

Mean = 36 years

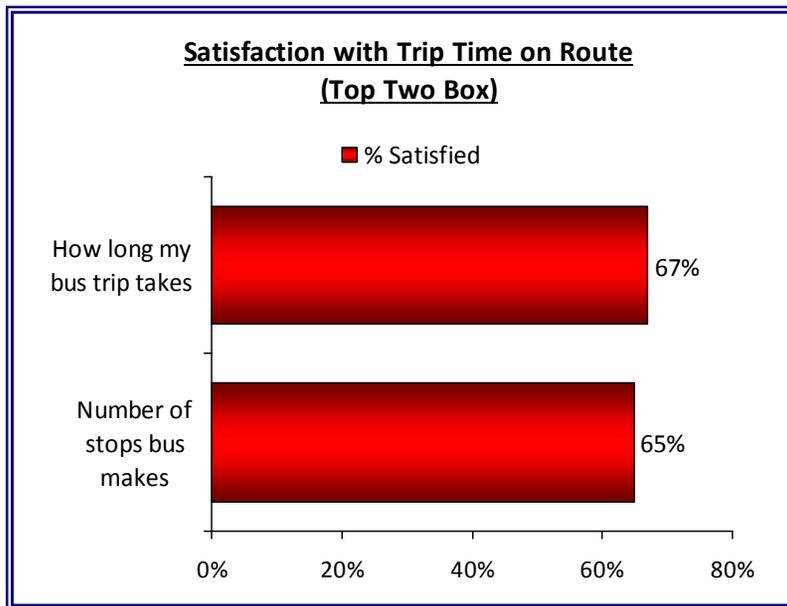
RapidRide D Line: Ridership Information



RR D Line
(n=525)

Q8. How many rides have you taken on this Route in the last 30 days?
 Q8A. What is the purpose of the trip you take most often on this Route?
 Q9. When do you usually ride this Route?

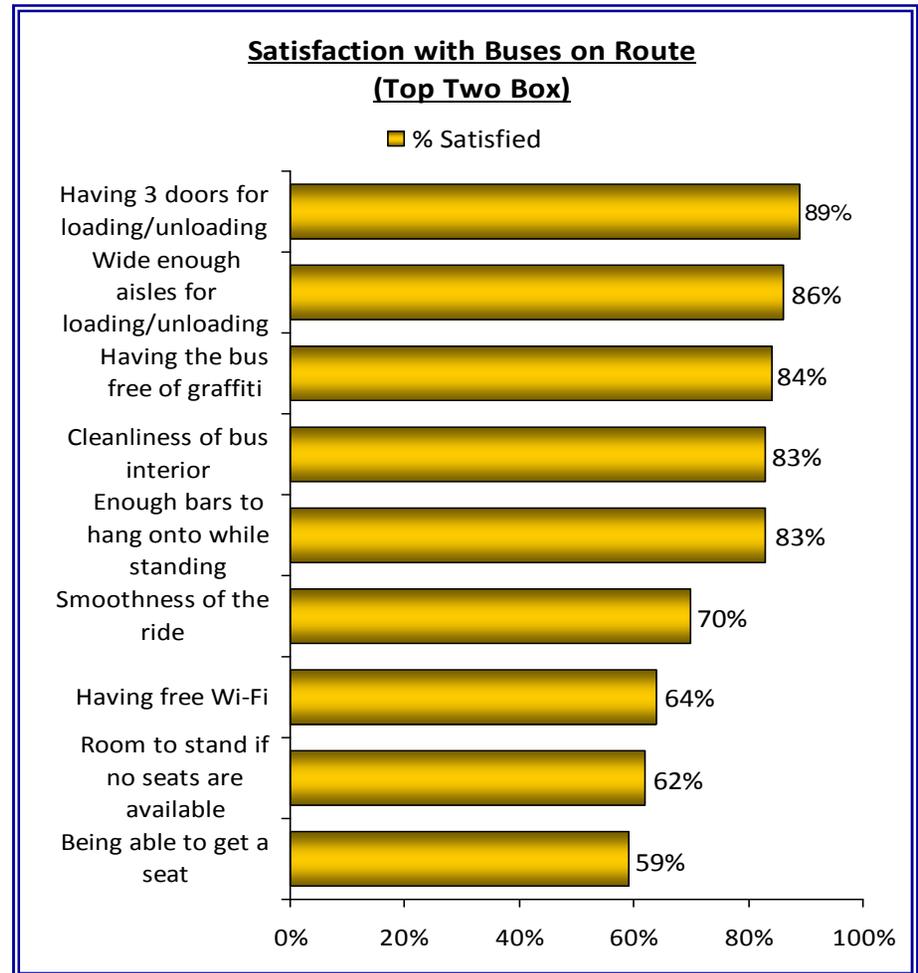
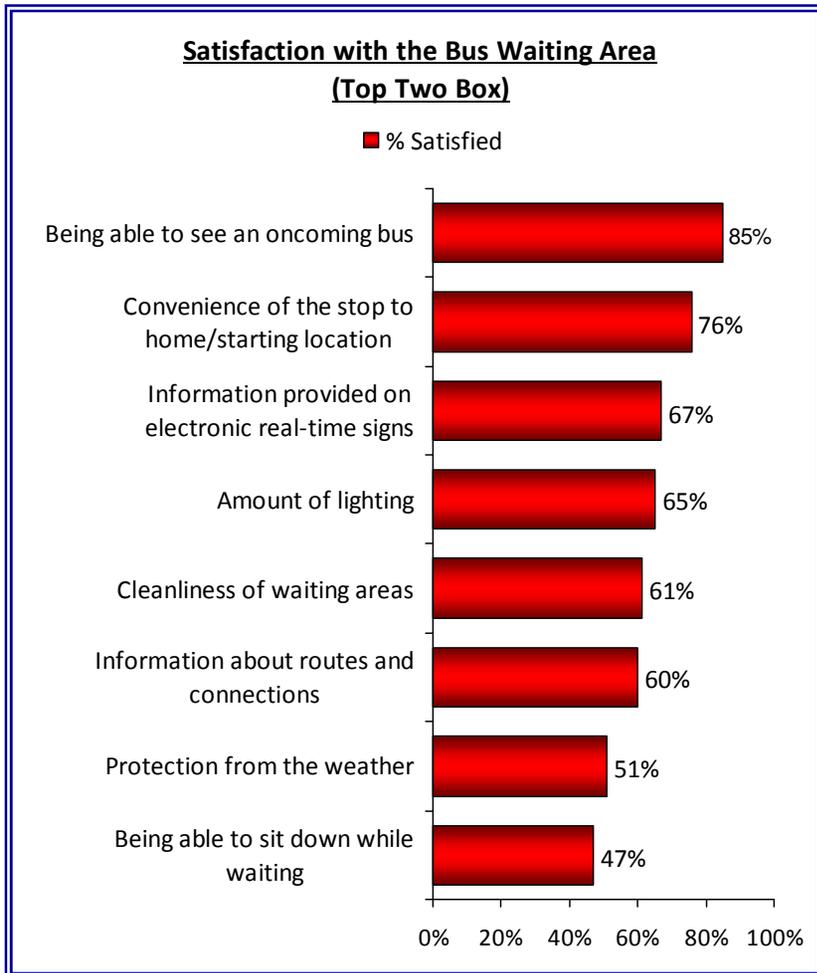
RapidRide D Line: Trip Time and Personal Safety on Route



RR D Line
(n=525)

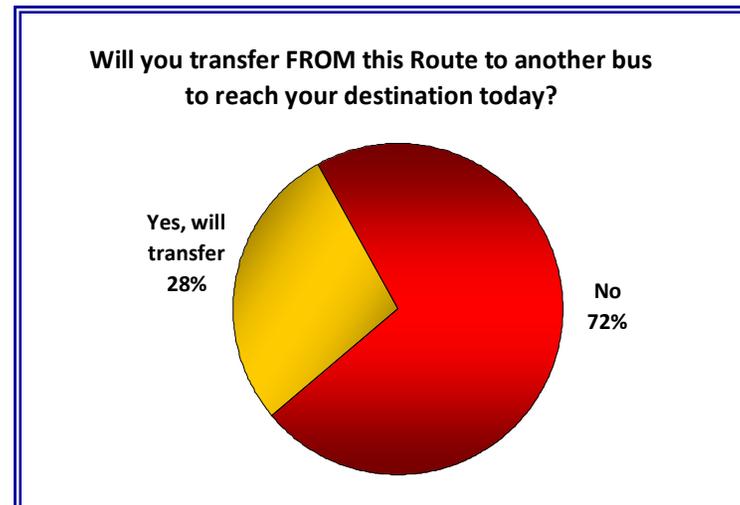
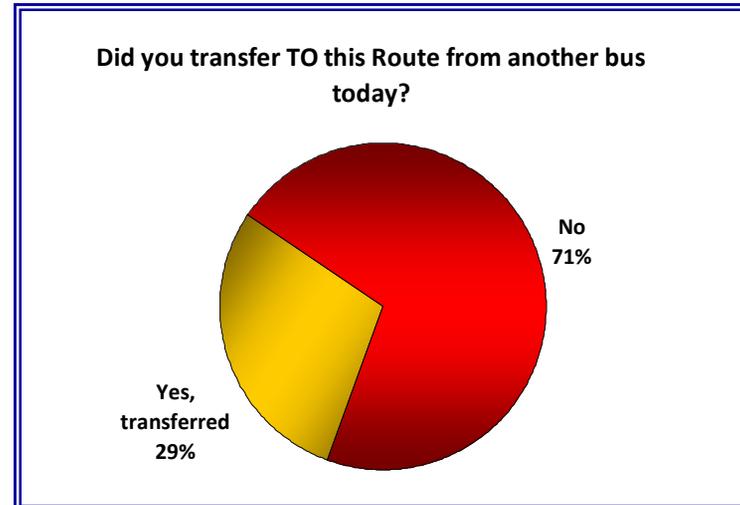
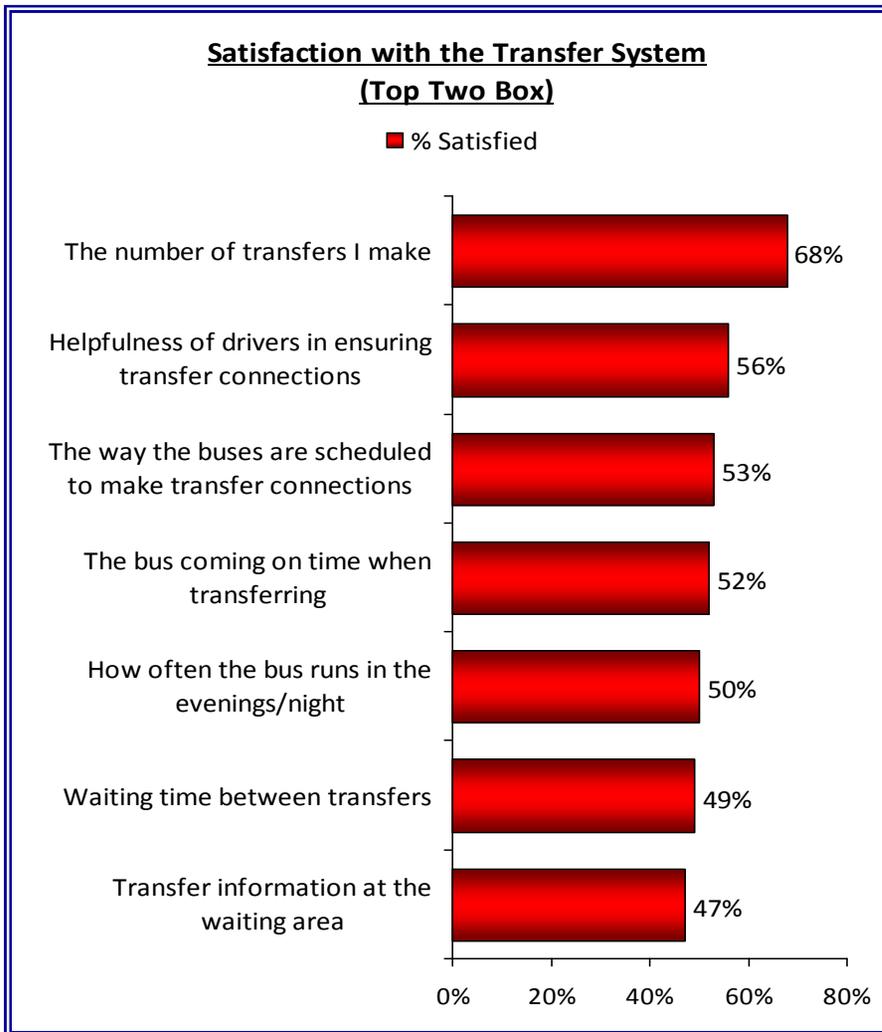
Q1. Trip time on Route: (5 is very satisfied, 1 is very dissatisfied)
Q2. Personal safety on Route: (5 is very satisfied, 1 is very dissatisfied)

RapidRide D Line: Bus Waiting Areas and Buses on Route



RR D Line (n=525) Q3. Waiting area where you boarded the Route for this trip: (5 is very satisfied, 1 is very dissatisfied)
 Q4. Things about buses on Route: (5 is very satisfied, 1 is very dissatisfied)

RapidRide D Line: Transfer Systems



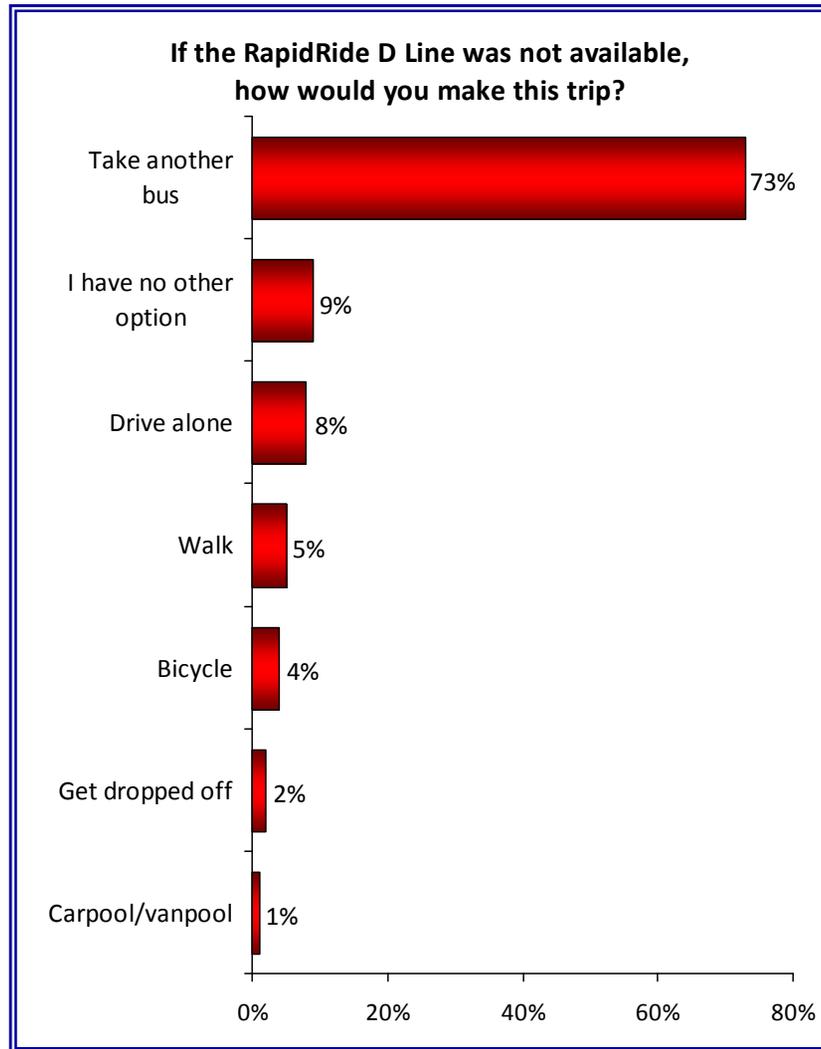
RR D Line
(n=525)

Q5. If you make a transfer on this Route, please rate the items in the box below: (5 is very satisfied, 1 is very dissatisfied)

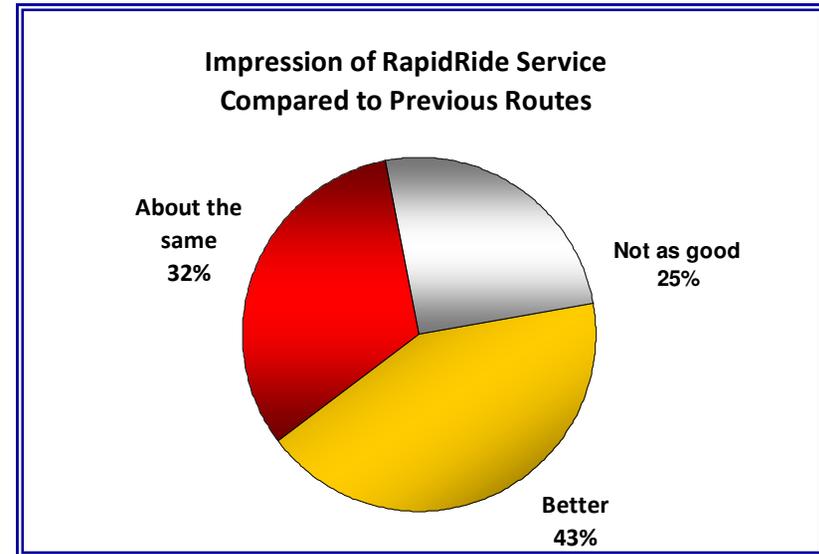
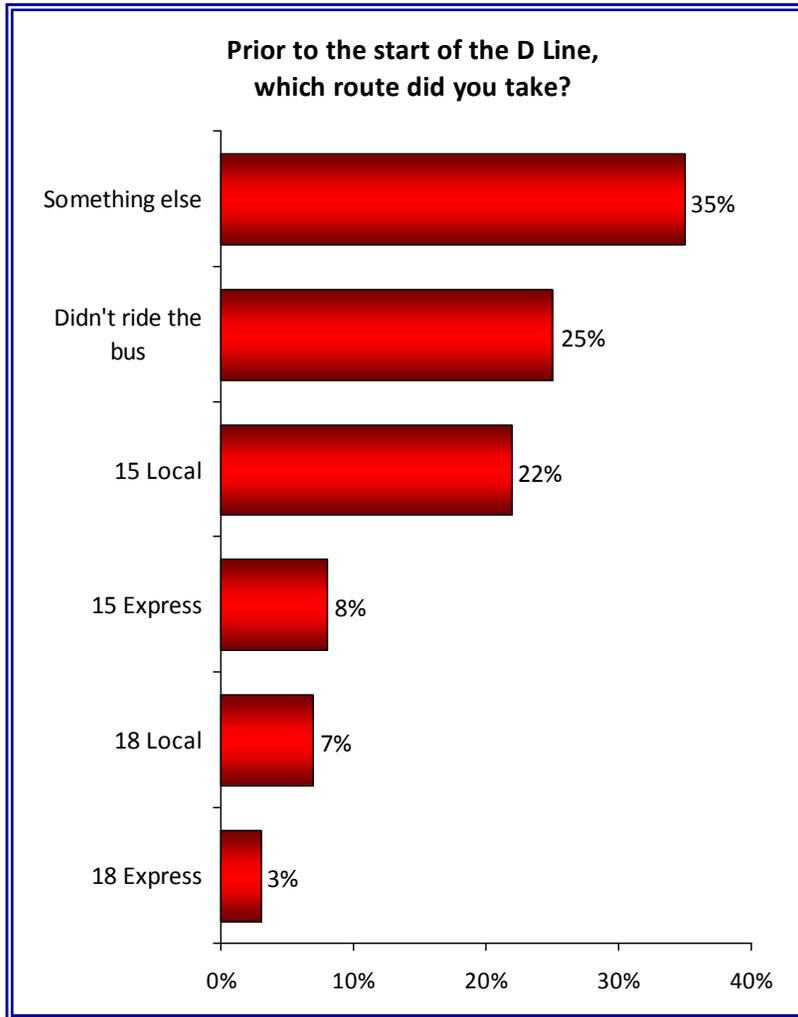
Q12. Did you transfer TO this Route from another bus on this trip today?

Q13. Will you transfer FROM this Route to another bus to reach your destination on this trip today?

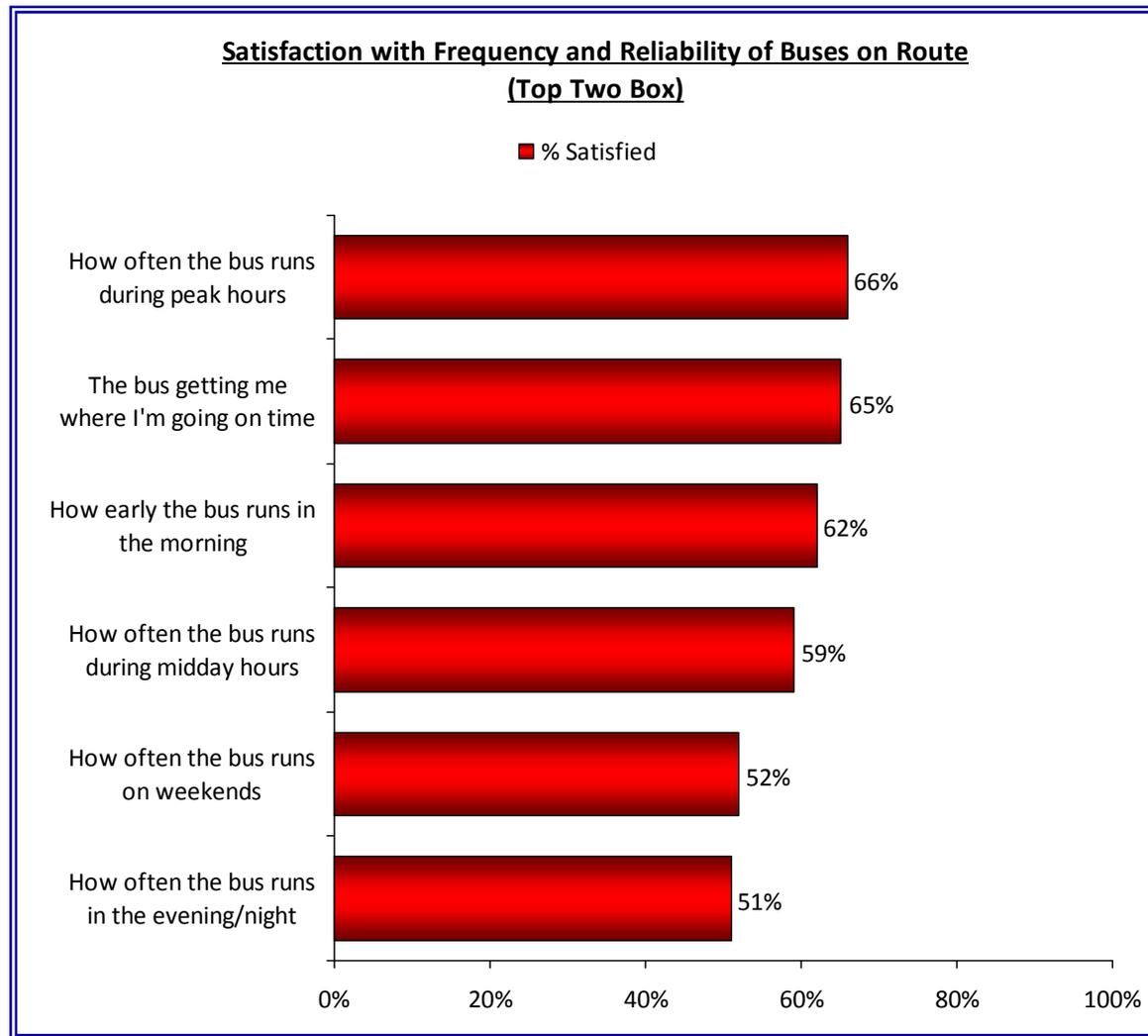
RapidRide D Line: How else would you make this trip?



RapidRide D Line: Previous Route



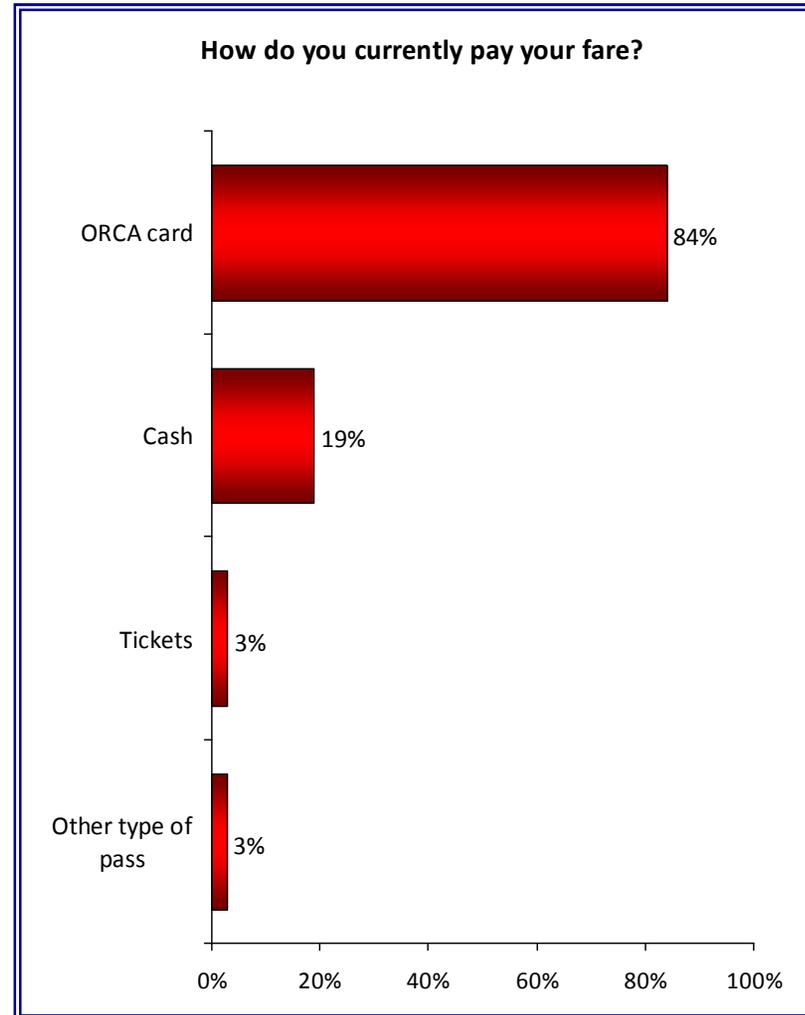
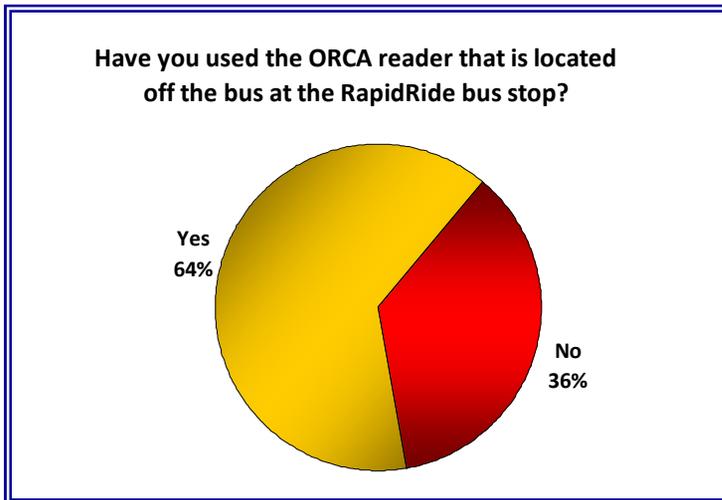
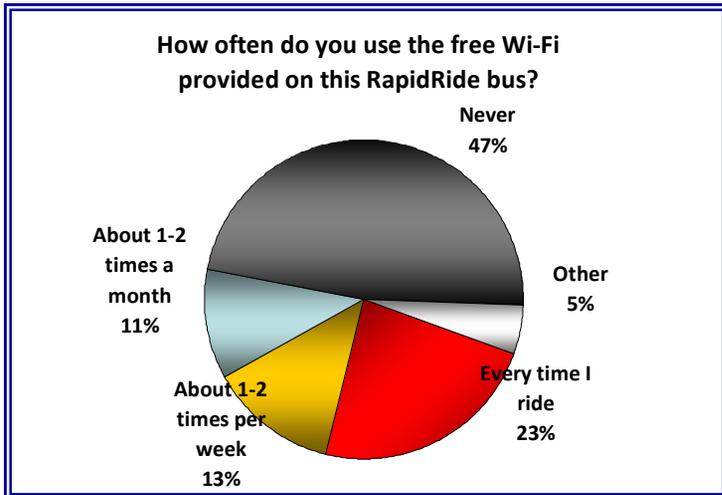
RapidRide D Line: Frequency and Reliability of Buses



RR D Line
(n=525)

Q6. Frequency and reliability of buses on the Route: (5 is very satisfied, 1 is very dissatisfied)

RapidRide D Line: Wi-Fi Use, ORCA Reader, Fare Payment



RR D Line (n=525)
 Q14. How often do you use the free Wi-Fi provided on this RapidRide bus?
 Q15A. Have you used the ORCA reader that is located off the bus at the RapidRide bus stop?
 Q15. How do you currently pay your fare?

RapidRide D Line: Proof of Payment

